

CBR Fashion SpeakUp-Line – Guide and FAQs

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GUIDE - How to submit a report via CBR Fashion SpeakUp-Line?

SpeakUp® is a service enabling you to report serious breaches that would otherwise not be reported, in complete anonymity. You can do this either via the website, by using the SpeakUp® app or by phone, without the interference of a human operator. SpeakUp® is available 24 hours per day and 365 days a year. Therefore you can use SpeakUp® to leave a message or check for a response any time. The service is operated by a third party, People Intouch, a Dutch company based in Amsterdam, the Netherland.

Below please find a short description how to use the different report channels.

Via Web

1. Visit the SpeakUp® webpage of CBR Fashion Group with the URL <https://cbrfashion.speakup.report/de-DE/hints/home> and/or the following QR code:



2. Click on '+ New report' to start a trusted conversation. In case you already have an open report, select 'Log in'.

3. Select the language in which you want to leave your message.
4. Note down your unique 'Report number' and create a password for your report. You will need these to check back for a response later.
5. Type your message. You can upload attachments via the clip icon found in the top-right corner.
6. Click 'Send message' and your message and attached files will be processed.
7. You have the option to leave your email if you'd like to be notified when there is a response. After adding your email, you'll be asked to type the verifying code sent to the provided email address.

Via the SpeakUp® App

1. Download the 'SpeakUp® by People Intouch' app from the App Store/Google Play or scan the QR code (see above).
2. Open the App.
3. Click on "Set up your PIN" and enter a 6 digit code.

You will need to enter this PIN each time you open the App. If you forget your PIN, you need to re-install the App and set up a new one. If so, you will lose access to your ongoing open reports.

4. The App will ask you to connect to the company's side by scanning the company's QR code (see above). Alternatively you can enter CBR code by clicking on the 'Connect Manually' button on the bottom of the page. The CBR Fashion Group code is **103833**.
5. Press the '+ New report' button to start a trusted conversation.
6. You can leave your message by clicking the relevant button. You can leave a voice recording via the app. Your voice will never be heard by CBR Fashion. We will only receive a transcript of your voice recording.
7. After sending your message you can expect a reply within one week. You can opt to be notified by the app of any responses.
8. When you log back in you will see if there are any new responses from CBR Fashion Group. If you have a different concern to report, you can do so by clicking '+New report'.

Via Phone

1. Your organisation has communicated the SpeakUp® phone number relevant to your location.
2. Dial the phone number for the country that you are located in.
3. The voice prompts will guide you through the following steps:
 - 3.1. Enter CBR Fashion code **103833**.
 - 3.2. Select your language
 - 3.3. You will receive a unique 'Report number'
Write this down carefully as you will need it to be able to call back and hear a response to your report.
 - 3.4. Choose a 4 digit PIN code.
Remember it so that you can log back in later.
 - 3.5. After the tone simply speak your message.
 - 3.6 Once done, press 1 or simply hang-up .
 - 3.7. You can expect a response within one week.
4. Make sure to call back with your Report number and PIN to check for a response.

Frequently Asked Questions (FAQs)

Can my identity be discovered?

Your identity will not be shared with CBR Fashion Group. You are in total control of the content of the message you leave. If you leave your contact details in your message, SpeakUp® will forward it; if you do not leave your contact details, SpeakUp® and CBR Fashion Group will not know who you are.

If you leave a message via Phone, CBR Fashion Group will receive a typed word-for-word transcript of what you have said.

Can CBR Fashion Group trace my connection data?

No, SpeakUp® is operated by People Intouch. CBR Fashion Group has no access to the connection data. Phone details or IP-addresses will never be handed. However, it could be that your organisation traces user information from CBR Fashion Group telephone or computer, note that you can use a public or non-identifiable telephone or computer as well.

What happens after I leave my message?

After you hang up the Phone or you have sent your message via Web & App, the translation of the message into English begins (if necessary). For a Phone message the recorded sound file will be written down word by word first. The recorded sound file will never be handed

over. CBR Fashion Group will receive a transcript of your message. Once the transcription and translation is done, the exact message - both in the original language as in English - will be sent to the dedicated recipient(s). The recipient(s) appointed by the CBR Fashion Group will evaluate the message and will send their response. The response will be translated if necessary and will be posted on the web system or app. For the phone, People Intouch will translate if necessary and record the response and put it on to the phone system for you to listen.

When can I expect a reply?

You can expect an initial response from CBR Fashion Group within one week. It is advised to login to your report in SpeakUp® and check for a response regularly.

What happens if I can't remember my Report Number?

If you can't remember your unique Report Number, we advise you to leave a new message via SpeakUp®

Web

What languages is SpeakUp® offered in?

CBR Fashion Group decides which languages are offered to you. If the language of your browser is available, the welcome page will be in that language.

When can I change the language settings?

After clicking '+ New report' on the welcome page, you will see the list of languages made available by CBR Fashion Group. You can select from the options listed there.

How can I find the privacy statement?

You can view the CBR Fashion Group privacy statement on the CBR Fashion Group Website (www.cbr.de).

How do I leave a report?

Click the '+ New report' button on the home page. This will take you to a screen where you can select the language in which you want to leave your message in. After selecting this language, you will enter a new screen that contains your personal report number. Please write down this number or save it somewhere, as you will need this later on to check on the status of your report. This page will also ask you to create a password, which you will also need to check on the status of your report. We would advise you to choose a unique password that only you can easily remember and make sure never to share it with anyone else. After 'logging in' you will land on a page where you can leave a 50.000 word message wherein you can explain what incident has taken place, who was involved and any other details regarding the incident you would like to report. When you are finished just click 'send message'.

How do I attach a document to my report?

On the 'New message' page, there is an icon of a paperclip on the top-right corner. Click on this icon to attach document(s) to your message. How many documents can I attach to my report? You can attach a maximum of 25 files to each message. The file size limit is 500MB per attachment. I changed my mind about leaving a report, but I have already logged in.

How to log out?

At any moment during or after your logging in, you can click on the cross on the top right of the page to log out.

I have accidentally logged out, what do I do?

You can use your personal report number and chosen password to log back in.

How can I be notified if there is a reply from CBR Fashion Group?

After leaving the first message of a report, you will be asked whether to leave your email address. (This will never be shared with CBR Fashion Group) If you leave your email address, you will receive a 6-digit verification code. Complete the verification with this code in order to be notified via email when there is a reply to your report.

What requirements does my password have to meet?

Your password has to meet the following requirements: Minimum of 12 characters At least one number (0-9) At least one uppercase letter (A-Z) At least one lowercase letter (a-z) At least one special character (!\$%&*).

App

How do I enter the SpeakUp® environment via the app?

1. Download the App Download the app for iOS and Android, simply scan the QR code with your device's camera. Or look up „SpeakUp by People Intouch” in your App/Play store
2. Set up your secure pin A 6-digit PIN is used to secure all SpeakUp® messages on the device.
3. Connect it to the intake channel Scan the channel's QR code to access the intake channel or connect manually using this code: **103833** [organisation code external line CBR Fashion Group] To enter the app and be able to make a report, you have to select a 6-digit PIN and connect to your organisation. After confirming you PIN, please remember it as you will need it to log back into the app to check on the status of your report. After selecting a PIN, the app will ask you to connect to your organisation.* When you are connected to your organisation, click 'new report'. You can now write your report.

How can I reset my PIN?

In order to reset your PIN, you must delete and re-install the App. However this does mean that you will lose access to your ongoing report(s).

How do I connect the app to CBR Fashion Group at the SpeakUp® channel?

You can either connect to CBR Fashion Group by scanning a QR-code or you can connect manually by entering the 6-digit code': **103833**.

How can I change the language?

On the top right of the page you will see the chosen language. If you click on the drop down menu, you can choose another language.

How can I find the privacy statement?

You can view the CBR Fashion Group privacy statement on the CBR Fashion Group Website (www.cbr.de/compliance).

How do I log out?

By clicking the 'Log out' button on the top-right corner of your screen.

How do I check on the status of my report?

If you are logged in, you can click on the button 'my reports' on the top left of your screen to see it's status.

How long can my written report be?

Your report can be a maximum of 50.000 characters.

How do I attach a document to my report?

When you enter the page 'New message' where you can write your report, there is an icon of a paperclip on the right. If you click on this icon, you can attach a document to your report.

How do I send my report when I'm finished?

When you're finished writing your report, click the arrow on the bottom right. A pop-up will appear, asking you to double check the contents of your report, since you cannot change this after it's been sent. When you're sure of the contents of your report, press 'send' again. If there is anything you would like to change, press 'cancel'.

How can I be notified if there is a reply from CBR Fashion Group?

After creating a report (leaving the first message) you will be asked whether to allow the app to send notifications of responses. The notifications will not contain any content from your messages.

Phone

How do I find the SpeakUp® phone number?

Each country has its own CBR-SpeakUp® phone number. These can be found as **Annex** to this document.

Which phone number do I have to dial?

You have to dial the specific phone number of the country in which you are physically located in.

What are the caller rates for my country's SpeakUp® phone line?

SpeakUp® phone is available in either local numbers to which local/national calling rates apply, or via toll-free phone numbers. Details can be found in the list of phone numbers in **Annex** to this document.

When can I call the SpeakUp® phone line?

SpeakUp® is available 24/7 all year around.

Will my voice be heard by CBR Fashion Group?

Your voice will never be heard by CBR Fashion Group. We will only receive a transcript of your voice recording.

How can I choose the language option?

After entering the Organisation code **103833** you will hear a prompt asking you to select your native language.

What is the length of the message I can leave?

The maximum length is 5 minutes for a phone message. You will be notified when there is 1 minute left.

Where can I find the 'Organisation code'?

The Organisation Code of CBR Fashion Group is 103833.

What is the PIN needed for?

When leaving your initial message, you will be asked to select a 4-digit PIN. You will need to remember this PIN in order to log back in to listen to the responses, as well as to leave additional messages.

What is the 'Report number'?

When leaving your initial message, you will receive a report number. This is unique to your report and is not shared with CBR Fashion Group. Please note it down, as it will be required to log back in to your report.

What happens if I hang up before receiving my 'Report number'?

In that case CBR Fashion Group is not notified of a new incoming report.

What do I do when I'm done with leaving my message?

Once done you can either press 1, or simply hang up.

How can I log back into my report?

Dial your country's specific phone number, enter the CBR Fashion Group Code **103833** and then your personal 4-digit PIN code.

What happens if I don't remember my PIN or my 'Report number'?

If you don't remember those crucial details, you can't log back into your report. This means that you have to leave a new message, which will have a different Report number.

Annex CBR Fashion SpeakUp-Line – Phone Numbers

Organisation Code: 103833

Country	Phone number	Phone instructions
Albania	0035545301801	Call charged at local rate
Algeria	00213983299338	Call charged at local rate
Angola	00244226425610	Call charged at local rate
Anguilla	18334222005	Freephone
Antigua and Barbuda	18334222006	Freephone
Argentina	00541120397280	Call charged at local rate
Australia	0061282846262	Call charged at local rate
Austria	0800909683	Freephone
Bahamas	18334222007	Freephone
Bahrain	0097316501936	Call charged at local rate
Bangladesh	008809610998462	Freephone
Barbados	0012466239631	Call charged at local rate
Belarus	882004910089	Freephone
Belgium	080089326	Freephone
Belize	18000130076	Freephone
Benin	0022920900380	Call charged at local rate
Bermuda	18334222008	Freephone
Bhutan	009752379003	Freephone
Bolivia, Plurinational State of	800105122	Freephone
Bosnia and Herzegovina	0038770330093	Call charged at local rate
Botswana	8007861103	Freephone
Brazil	00551147008838	Call charged at local rate
Brunei Darussalam	8014657	Freephone
Bulgaria	8002100645	Freephone
Burkina Faso	0022625300982	Call charged at local rate
Cambodia	1800209867	Freephone
Cameroon	00237657103112	Freephone
Canada	0015143950496	Call charged at local rate
Cayman Islands	0013457695580	Call charged at local rate
Chile	0056224835917	Call charged at local rate
China	108001523042	Freephone (via China Telecom)
China	108008522221	Freephone (via China United Network)
China	4001201842	Country-wide number with no Supplier restriction; Call charged at local rate
Colombia	00576012421247	Call charged at local rate
Costa Rica	0050640360350	Call charged at local rate

Country	Phone number	Phone instructions
Côte d'Ivoire	002250566770918	Freephone
Croatia	08007745	Freephone
Cyprus	80091142	Freephone
Czechia	800050833	Freephone
Denmark	004543310961	Call charged at local rate
Dominica	18334221998	Freephone
Dominican Republic	0018299471996	Call charged at local rate
Ecuador	1800001432	Freephone
Egypt	08000000083	Freephone
El Salvador	0050322304752	Call charged at local rate
Estonia	003726093008	Call charged at local rate
Ethiopia	800861919	Freephone
Fiji	008002650	Freephone
Finland	0800392912	Freephone
France	0805543753	Freephone
French Guiana	0800991448	Freephone
French Polynesia	0800914886	Freephone
Georgia	1800008013	Freephone
Germany	08001818952	Freephone
Ghana	00233596993553	Call charged at local rate
Greece	0080044145924	Freephone; the number will not work when called from a mobile
Grenada	0014732300333	Call charged at local rate
Guam	18338096777	Freephone
Guatemala	0050223028459	Call charged at local rate
Honduras	80027916139	Freephone
Hong Kong	0085230194193	Call charged at local rate
Hungary	0680984589	Freephone
Iceland	003544150349	Call charged at local rate
India	0008000503159	Freephone
Indonesia	00622180630074	Call charged at local rate
Ireland	1800800636	Freephone
Israel	0097233741225	Call charged at local rate
Italy	800147694	Freephone
Jamaica	0018766779125	Call charged at local rate
Japan	0081366270734	Call charged at local rate
Jordan	080023801	Freephone; no mobile access
Kazakhstan	007877273574582	Call charged at local rate; No mobile access
Kenya	00254207650957	Call charged at local rate
Korea, the Republic of	0082237005146	Call charged at local rate

Country	Phone number	Phone instructions
Kuwait	0096522055730	Freephone
Latvia	80005929	Freephone
Lebanon	8338160193	Freephone
Lithuania	880030366	Freephone
Luxembourg	003523420808982	Call charged at local rate
Malaysia	0060377243136	Call charged at local rate
Malta	80065144	Freephone
Martinique	0800901651	Freephone
Mauritius	0023052970999	Call charged at local rate
Mexico	00525547806198	Call charged at local rate
Moldova, the Republic of	080060016	Freephone
Morocco	00212530144108	Call charged at local rate
Myanmar	08008008062	Freephone
Namibia	00264833800103	Freephone
Nepal	18000010186	Freephone
Netherlands	0031107007503	Call charged at local rate
New Zealand	006499135892	Call charged at local rate
Nicaragua	0050575137610	Call charged at local rate
Nigeria	07080601221	Freephone
North Macedonia	0038925513216	Call charged at local rate
Norway	004724140601	Call charged at local rate
Oman	80074161	Freephone
Pakistan	0080090044437	Freephone
Panama	005073084480	Call charged at local rate
Papua New Guinea	000861322	Freephone
Paraguay	0098004410266	Freephone; no mobile access
Peru	080074535	Freephone
Philippines	180083948474	Freephone; Can only be connected by Globe Telecom device
Poland	800012953	Freephone
Portugal	800831302	Freephone
Puerto Rico	0017872007305	Call charged at local rate
Qatar	00800101094	Freephone
Réunion	1800916980	Freephone
Romania	0800400653	Freephone
Russian Federation	88001006994	Freephone
Saudi Arabia	8008501433	Freephone
Serbia	0038110520043	Call charged at local rate
Seychelles	800131	Freephone
Singapore	006564037051	Call charged at local rate

Country	Phone number	Phone instructions
Slovakia	0800113418	Freephone
Slovenia	080083115	Freephone
South Africa	0027214277937	Call charged at local rate
Spain	0034900031156	Call charged at local rate
Sri Lanka	0094720910370	Call charged at local rate
Sudan	00249156559883	Freephone
Suriname	8338160919	Freephone
Sweden	0201604703	Freephone
Switzerland	0800005691	Freephone
Taiwan, Province of China	00886277438912	Call charged at local rate
Tanzania, the United Republic of	0800111020	Freephone
Thailand	006628449693	Call charged at local rate
Trinidad and Tobago	0018682241869	Call charged at local rate
Tunisia	0021631300338	Call charged at local rate
Turkey	00800448828602	Freephone
Turks and Caicos Islands	18334621355	Freephone
Uganda	00256414238162	Call charged at local rate
Ukraine	0800801205	Freephone
United Arab Emirates	80004440408	Freephone
United Kingdom	08000224118	Freephone
United States of America	0016692887154	Call charged at local rate
Uruguay	000415985762	Freephone
Venezuela, Bolivarian Republic of	00582123357722	Call charged at local rate
Viet Nam	008419003271	Call charged at local rate
Virgin Islands (British)	18334621356	Freephone
Virgin Islands (U.S.)	18337246398	Freephone
Zimbabwe	002638677422010	Freephone